GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1079
ANSWERED ON:02.03.2016
Shravan Seva
Raut Shri Vinayak Bhaurao;Shewale Shri Rahul Ramesh

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Konkan Railway Zone has introduced a scheme titled 'Shravan Seva';
(b) if so, the details thereof;
(c) whether the railways is also considering to introduce similar scheme in other railway zones in the country;

(d) if so, the details thereof; and

(e) the time by which it is likely to be introduced in stations of other zones?

Answer

MINISTER OF STATE OF THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a) Yes, Madam.

(b) Shravan Seva Scheme has been introduced over select stations of Konkan Railway with effect from 26th January 2010 for extending help to Senior citizens travelling alone. Senior citizens are provided with an attendant to carry their luggage at boarding / alighting points free of cost. This facility can be availed by sending an SMS four hours in advance of the journey to a specified mobile number.

Shravan Sewa scheme is presently available at six stations over Konkan Railways.

(c) to (e) In the budget speech of Minister of Railways for the year 2016-17, strengthening and expanding services to help the old and disabled passengers has been announced. No time frame can be indicated at this stage.

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